

**DEPARTMENT:**  
**CLASSIFICATION:**  
**APPROVED:**

**NORTH TONAWANDA PUBLIC WORKS DEPT.**  
**COMPETITIVE**  
**REVISED MARCH 21, 2000**

**REVIEWED 1/5/2016**

**DISPATCHER (North Tonawanda)**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for the dispatching of Public Works personnel and equipment by two-way radio and telephone for routine work projects or emergencies. Duties are performed under the general supervision of the Assistant Superintendent of Public Works in accordance with established guidelines. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Dispatches via two-way radio, trucks and other public works equipment to work locations;
2. Answers telephone calls and gives out routine information;
3. Relays information regarding progress of construction and maintenance work, availability of crews and equipment, and equipment breakdowns;
4. Maintains daily log of messages received and transmitted;
5. Reports need for supplies or for the repair or replacement of equipment as reported by work crew members;
6. Receives and relays information to crews regarding unusual or changed job situations or emergency weather conditions;
7. May perform a variety of clerical duties such as reporting payroll changes, preparing accident reports, handling incoming and outgoing mail, and maintaining equipment and tool usage records.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the operation of two-way radio and telephone equipment; good knowledge of the City street system; ability to speak clearly and distinctly; ability to maintain records and reports; ability to understand and carry out oral and written instructions; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma.